### CURRICULUM VITAE

**Raman Sai G** 

H.No. 2-17-5

Survey of India

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#### Career Objective:

Looking forward to associate with an organization where I can get an opportunity to share, contribute and upgrade my knowledge for development of self and achieve organization goals. And looking for long-term stability and growth within a professional company.

#### Skills:

* Computer proficient
* Report preparation
* Complaint resolution
* MS Office proficiency
* Customer service
* Creative problem solving
* Quick learner
* Administrative support
* Good listening skills
* Account management
* Service standard compliance

#### IT Skills:

* C Language
* C Graphics
* Adobe PS
* Java
* HTML
* HTML5
* CSS & CSS3
* XML
* SQL
* PLSQL
* Python
* DJango
* JS
* PHP

**Recent Work Experience:**

* Duration : **DEC 2019 TO NOV 2020**
* Organization : Wipro BPS
* Designation : Content Moderator / Production Specialist
* Area of Work : Quora Content Review

#### Previous Work Experience

* Duration : **JULY 2017 TO AUGUST 2019**
* Organization : Synchrony Financial
* Designation : Senior Customer Service Representative
* Area of Work : Loyal Banking (E - mail/I2R/E-Chat)

**Roles & Responsibilities at Wipro:**

* To review, evaluate and moderate the content on Quora.
* Evaluating the name formats and bio of users.
* Segregating the questions asked by the users.
* Reviewing the questions and allocating suitable topics to the questions.
* Combining the related questions asked by users in order to make good quantity of answers available for those questions.
* Evaluating which user is eligible or expert to provide answers to certain questions.
* Filtering and removing all kind of spam from quora in order to secure the user information and avoid them running into fraud and scam.
* Removing the answers, comments and questions which violate quora policies as well as which may cause turmoil in society and which may hurt users of quora and whole people of the world by all means.
* Sorting the questions and answers provided by users in order to display good quality content on users feed.

#### Roles & Responsibilities at SYF:

* Built long-term, loyal customer relations by providing top-notch service.
* Collaborated with cross-functional teams and diverse colleagues to accomplish team objectives and serve customer needs.
* Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.
* Applied highly effective communication skills while properly engaging and giving resolution to customers.
* Conferred with customers concerns and desires, quickly understanding issues and applying personal expertise and company practices to resolve problems and drive VOC.
* Responded to customer requests with resourcefulness, skill and advanced use of internal knowledge bases.
* Supported customer needs by fielding diverse questions about all kinds of issues.
* Communicated accurate information about promotions and customer programs, providing exceptional customer service and driving retention.
* Educated customers about billing, payment processing and support policies and procedures.
* Maintained customer happiness with forward-thinking strategies focused on addressing customer needs and resolving concerns.
* Operated in dynamic, high-volume environments to provide skilled assistance to more than 120 customers each day.
* Assisted more than 840 customers in one week by responding to inquiries and handling their issues.
* Investigated and resolved, payment, billing and promotions concerns.
* Achieved and surpassed performance goals by approaching all interactions with organized and relationship-driven approaches.
* Handled 47,520 customer inquiries in a team of 15 customer service associates.
* Promoted customer loyalty by delivering exceptional service to handle questions, complaints and all critical issues.
* Provided elevated customer experience to generate loyal clientele.
* Evaluated all customer information to understand issues, evaluate solution eligibility and effectively deploy strategies.
* Provided primary customer support to internal and external customers in fast-paced customer service environment.
* Created and maintained a detailed database to develop VOC.
* Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems swiftly.
* Documented details of each interaction to support training, reporting and auditing needs.
* Forged and nurtured impactful relationships with customers to cultivate loyalty, boosting customer satisfaction ratings.
* Provided excellent customer care by responding to requests, assisting with problem handling and resolving.
* Addressed an average of 204 customer inquiries on a high volume day.

#### Application Exposure:

* Moxie
* Workstation
* I2R
* FDR
* AFP GUI
* AFP Content Navigator
* AFP On Demand
* PTC store locator
* Verint 360
* Workday
* Kobi alchemy
* Quora review page

#### Achievements:

* Received VOC champ awards.
* Appreciation mails from customers and the leadership team.
* Received Star awards for every quarter for outstanding performance with 100% quality.
* Recognized as a top achiever for processing highest number of accounts with 100% quality.
* Received leadership appreciations for Consistence performance.

#### Educational Profile:

* Graduation – Bachelor of Science 76% (2018)
* Intermediate - MPC 68% (2014)
* Secondary School Education - 67% (2012)

#### Professional Summary:

Knowledgeable and dedicated customer service professional and content moderator with extensive experience into Loyal Banking and content review. A solid team player with outgoing, positive demeanour and proven skills in establishing rapport with clients. Motivated to maintain customer and client satisfaction by contributing to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with an exemplary passion for developing relationships, cultivating partnerships and growing businesses.

#### Personal Profile:

**Father Name :** Srinivas

**Date of Birth :** 24-DEC-1996

**Languages Known :** English, Telugu and Hindi

**Hobbies**  **:** Playing Caroms, Chess and Badminton;

Watching Movies; Taking part in community

outreach programs.

Finally, I request the concerned authorities to provide me a chance, so that I can prove the best of myself and serve your esteemed organization for which act of magnanimity. I shall ever be thankful and grateful to you.

**Date:**

**Place:**